

Washington State
DEPARTMENT OF PERSONNEL

REQUEST FOR QUALIFICATIONS
FOR
WASHINGTON STATE EMPLOYEE ASSISTANCE PROGRAM
NETWORK OF CONTRACTED PROVIDERS
RFQ #K293

FREQUENTLY ASKED QUESTIONS
[Updated February 4, 2009](#)

QUESTION #1: I am in the process of reviewing contract - however what I am not finding is the payment for these services. Could you advise me on this matter or point me in the direction to find this information.

ANSWER: Network Provider shall be paid Sixty dollars (\$60.00) per EAP Visit performed under the Contract. EAP visits shall not exceed three (3) sessions or a total of One Hundred Eighty dollars (\$180.00). This information can be found both in the Request for Qualifications, Section 1.1, and in the contract under the section titled "Payment Schedule".

QUESTION #2: What is standard number of EAP visits allowed?

ANSWER: The maximum number of visits allowed per referral is three.

It is the intent of the RFQ to identify a network of qualified providers to provide Employee Assistance services including face-to-face assessment, short term problem solving and referral to employees and eligible family members of Washington State on a referral basis. The number of EAP referrals will depend on the need for services in your area.

QUESTION #3: Is your reimbursement rate for a 45-50 minute session \$60, as mentioned in your online document?

ANSWER: Yes, the rate is \$60/session.

QUESTION #4: Do all of our providers of EAP services need to fill out the provider application?

ANSWER: Yes, an application needs to be filled out for each person proposing to provide services.

QUESTION #5: Should we complete the contract and send it in with our application?

ANSWER: No. The contract is provided in the RFQ so that you know what you'd be expected to sign if you were selected for the pool. Once selected, DOP will send you a contract for you to sign.

QUESTION #6: Do the Chemical Dependency Professionals Providing EAP Services to Washington State DOP need to hold a Masters Degree and be Certified with Licensure? I ask this because a (MUR) in the application asks for this information.

ANSWER: They must be licensed by DOH, examples of those licenses are ARNP, Psychologist, Marriage & Family Therapist, Mental Health Counselor, Social Worker. Individual providers must carry malpractice insurance, and must be able to function as independent contractors.

QUESTION #7: Our organization employs a Masters Level Certified Therapist who has specialty in behavioral health but not substance abuse can we still apply for the contract?

ANSWER: Yes.

QUESTION #8: How often are the notes of clients asked for, I have trouble with this since it is supposed to be confidential.

ANSWER: You're correct; confidentiality is critical. Once an EAP assessment is complete, the provider will forward WA EAP forms along with their invoice for payment. EAP does not want any treatment records.

As stated in the RFQ, an "EAP Client Record" means all records that Network Providers create and maintain in connection with providing services to a Client under this RFQ, including all forms and case notes the Network Provider completes or takes. The EAP Client Record includes at a minimum the following DOP/EAP forms:

- a. Statement of Understanding
- b. Client Intake Data Form
- c. Notice of Privacy Practices Acknowledgement Form
- d. Intake Assessment
- e. Recommendation and Case Closure Form
- f. Referral; Waiver Form
- g. Invoice form(s)
- h. Authorization for Release of information, if appropriate

QUESTION #9: Can I see clients in my private practice beyond the three EAP sessions?

ANSWER: WA State EAP prefers that its contracted providers see our clients for EAP services only. In the event that our clients need ongoing counseling, or treatment beyond the EAP assessment, we prefer that the contracted provider refer to other professionals or services covered by the client's insurance or available in the community. The employee assistance industry does not encourage self-referrals, as a counselor could recommend additional therapy as a way of generating business for themselves, or their group practice or an organization where they may have a financial interest.